

Departmental Quarterly Performance Report

Department Environmental Resources Management (DERM)

FY 2003-04 Quarter 1

I.	Performance Initiatives	Page 2 - 10
II.	Personnel Status	Page 10
III.	Financial Performance	Page 11 - 12
IV.	Department Director Review	Page 12

MAJOR PERFORMANCE INITE Describe Key Initiatives and Status Purpose: DERM Mission The Department of Environmental Resour for protecting, restoring, enhancing, conswater, and land resources of Miami Dade enjoyment of present and future residents	Check all that apply ✓ Strategic Plan ✓ Business Plan _ Budgeted Priorities _ Customer Service _ ECC Project _ Workforce Dev Audit Response _ Other _ (Describe)			
Strategic Area: Provide safe, quality: NU1-2: Protection of viable agriculture at the transfer of the transfe	and environment S THAT LAND USE HE ENVIRONMENT Prior FY 03 Actual 49,297 97%	AND DEVELOTAL PROTECT FY 04 Target 45,000 *	DPMENT FION CODE. 1st Qtr 13,166 97%	✓ Strategic Plan ✓ Business Plan — Budgeted Priorities — Customer Service — ECC Project — Workforce Dev. — Audit Response — Other — (Describe)
Strategic Area: Provide safe, quality: NU2-3: Well-trained, customer-friendly (TASKS/ACTIVITIES/PROGRAMS: PROVIDE CUSTOMER SERVICE TRAINING TO ALL Performance Measures % OF STAFF HAVING RECEIVED CUSTOMER SERVICE TRAINING	County workford	FY 04 Target	1st Qtr 98%	✓ Strategic Plan ✓ Business Plan _ Budgeted Priorities _ Customer Service _ ECC Project ✓ Workforce Dev Audit Response _ Other(Describe)

3/30/2004 Page 2 of 12

Strategic Area: Provide safe, quality n	eighborhoods	S		✓ Strategic Plan ✓ Business Plan
NU3-1: Continuing supplies of quality and protection of air quality	Budgeted Priorities Customer Service			
TASKS/ACTIVITIES/PROGRAMS:	ECC Project Workforce Dev.			
1. PROVIDE TIMELY INSPECTIONS OF WATER TRE	EATMENT FACILI	TIES		Audit Response Other
2. REGULATE AND INSPECT BUSINESSES WITH PO	OTENTIAL TO PO	LLUTE GRO	UND WATER	(Describe)
3. TIMELY REVIEW DEVELOPMENT PLANS TO ENS	SURE WELLFIELD	PROTECTIO	ON	
4. TIMELY INSPECTIONS OF FACILITIES WITH POT	ENTIAL TO POLL	LUTE THE AIF	₹	
Performance Measures	Prior FY 03 Actual	FY 04 Target	1st Qtr	
# OF DRINKING WATER FACILITY INSPECTIONS % OF TIMELY INSPECTIONS	521 99%	500 95%	148 98%	
# OF PERMITTED BUSINESSES % OF TIMELY INSPECTIONS	7,017 90%	7,500 90%	424 93%	
# OF PLANS REVIEWED % OF PLANS REVIEWED ON SCHEDULE	49,297 97%	45,000 98%	13,166 97%	
# OF AIR EMISSION INSPECTIONS % OF AIR INSPECTIONS COMPLETED ON SCHEDU	3,222 LE 100%	3,500 100%	878 100%	
Strategic Area: Provide safe, quality n	eighborhoods	S		✓ Strategic Plan ✓ Business Plan
NU3-2: Restoration of county constructional conditions in a timely manner	ction project	site areas	to	Budgeted Priorities Customer Service
TASKS/ACTIVITIES/PROGRAMS:				ECC Project Workforce Dev.
ENSURE THAT NEIGHBORHOOD SITES IMPACTED STORMWATER CONSTRUCTION PROJECTS ARE R IN THE CONTRACT	ESTORED WITH	IN THE TIME	ALLOCATED	Audit Response Other (Describe)
Performance Measures	Prior FY 03 Actual	FY 04 Target	1st Qtr	
% OF PROJECTS IN WHICH SITE RESTORED WITHIN CONTRACT PERIOD	N/A	90%	N/A *	
* Tracking system being established.				

3/30/2004 Page 3 of 12

Strategic Area: Provide safe, quality in NU3-3: Preservation of wetlands and uplands Tasks/Activities/Programs: 1. ACQUIRE ENVIRONMENTALLY ENDANGERED L 2. TIMELY PROCESS COMPLETE APPLICATIONS FOR ENVIRONMENTALLY ENDANGERED LAND 3. REQUIRE MITIGATION TO OFFSET THE LOSS OF RATIO OF AT LEAST 1 ACRE CREATED FOR EVER	✓ Strategic Plan ✓ Business Plan _ Budgeted Priorities _ Customer Service _ Workforce Dev ECC Project _ Audit Response _ Other _ (Describe)			
Performance Measures	Prior FY 03 Actual	FY 04 Target	1st Qtr	
ACRES OF LAND ACQUIRED	805	500	32	
% OF TAX EXEMPTION APPLICATIONS PROCESSED ANNUALLY	N/A	100%	100%	
RATIO OF ACRES OF WETLANDS CREATED TO WETLANDS FILLED	1.7	1.5	1.5	
Strategic Area: Provide safe, quality in NU4-1: Resident & business voluntar Tasks/Activities/Programs: 1. CREATE PUBLIC EDUCATION EVENTS TO FACILIENVIRONMENTAL REQUIREMENTS 2. REVIEW AND REFORMAT CHAPTER 24 MDCC F	·	✓ Strategic Plan ✓ Business Plan _ Budgeted Priorities _ Customer Service _ Workforce Dev ECC Project _ Audit Response _ Other _ (Describe)		
Performance Measures	Prior FY 03 Actual	FY 04 Target	1st Qtr	
# OF EVENTS	121	100	21	
CHAPTER 24 REVISED	Staff Review	BCC Action	Code Implemented	

3/30/2004 Page 4 of 12

Strategic Area: Provide safe, quality no NU4-2: Timely identification and remounsafe structures	✓ Strategic Plan ✓ Business Plan — Budgeted Priorities — Customer Service			
TASKS/ACTIVITIES/PROGRAMS:				Workforce Dev. ECC Project
1. RESPOND TO SANITARY NUISANCE COMPLAINT	S WITHIN 24 HC	OURS		Audit Response Other
2. RESPOND TO GENERAL ENVIRONMENTAL COM	PLAINTS WITHIN	N 48 HOURS		(Describe)
3. PROCESS COMPLAINTS TO COMPLETION Performance Measures				
# OF SANITARY NUISANCE COMPLAINTS % RESPONDED TO WITHIN 24 HOURS	668 92%	680 92%	160 92%	
# OF GENERAL ENVIRONMENTAL COMPLAINTS % RESPONDED TO WITHIN 48 HOURS	3,791 89%	3,500 89%	989 90%	
% OF COMPLAINTS PROCESSED TO COMPLETION	100%	100%	100%	
Strategic Area: Provide safe, quality no NU4-3: Consistent interpretation and practices TASKS/ACTIVITIES/PROGRAMS:	✓ Strategic Plan ✓ Business Plan — Budgeted Priorities — Customer Service ✓ Workforce Dev. ECC Project			
1. PROVIDE TECHNICAL TRAINING TO STAFF				Audit Response
2. PROCESS ENFORCEMENT CASES WITHIN PRES	CRIBED TIMEFF	RAMES		Other(Describe)
3. CONDUCT FORMAL REVIEW OF CHAPTER 24 AT	LEAST EVERY	3 YEARS		
Performance Measures				
HOURS OF TRAINING	4,088	4,000	1,450	
% OF CASES COMPLETED ON SCHEDULE	95%	95%	94%	
FORMAL REVIEW OF CHAPTER 24	Yes			

3/30/2004 Page 5 of 12

Strategic Area: Provide safe, quality in NU5-1: Neighborhood and rights-of-wenhance quality of life TASKS/ACTIVITIES/PROGRAMS:	✓ Strategic Plan ✓ Business Plan _ Budgeted Priorities _ Customer Service _ Workforce Dev. ECC Project			
GIVE AWAY TREES FOR RESIDENTS TO PLANT (CONDUCT PUBLIC EDUCATION OUTREACH EVE)		Audit Response Other
Performance Measures	(Describe)			
# OF TREES DISTRIBUTED	23,275	20,000	6,609	
# OF OUTREACH EVENTS	121	100 *	21	
Strategic Area: Provide safe, quality no NU6-1: Improved neighborhood road reduced flooding	_		age, and	✓ Strategic Plan ✓ Business Plan _ Budgeted Priorities _ Customer Service
TASKS/ACTIVITIES/PROGRAMS:				Workforce Dev. ECC Project
1. DREDGE SECONDARY CANALS				Audit Response Other
2. CONSTRUCT DRAINAGE IMPROVEMENT PROJE	CTS IN 2003-04			(Describe)
3. EVALUATE FLOOD SITES				
Performance Measures	Prior FY 03 Actual	FY 04 Target	1st Qtr	
# OF CANAL MILES DREDGED	39	48	12	
# OF DRAINAGE PROJECTS CONSTRUCTED	17	17	4	
# OF FLOOD SITES EVALUATED/YEAR	N/A	50	13	

3/30/2004 Page 6 of 12

Capital Highlights Funding from CORF of \$969,000 is planned for FY 03-04 to provide local match funding for all Beach Renourishment Projects and the Miami River Dredging Project; the department will continue working with the USACOE and Office of management and Budget on timing and cash flow issues for these projects. Implementation: Ongoing Strategic Area: Protect and preserve our unique environment Status: Initial planning and permitting is underway for a small scale renourishment of Miami Beach in the vicinity of 44th street on Miami Beach. Between 50,000 and 70,000 cubic yards of sand trucked from an inland source will be placed to alleviate chronic erosion in that area, and also mitigate minor erosion downdrift of the breakwater structures located at 32nd street. Construction is expected to occur in the Summer of 2004 unless sea turtle restrictions delay it until the fall.	Strategic PlanBusiness Plan ✓ Budgeted PrioritiesCustomer ServiceWorkforce DevECC ProjectAudit ResponseOther(Describe)
Operational Highlights 1. DERM will give out 20,000 trees for the Adopt-a-Tree Program funded by the State Tree Canopy Program during the summer of 2004; will give out an additional 20,000 trees during the summer of 2005. Implementation: Summer, 2004 Status: Being Planned Strategic Area: Improve the Quality of Life for all County Residents	✓ Strategic Plan ✓ Business Plan ✓ Budgeted Priorities Customer Service Workforce Dev. ECC Project Audit Response Other (Describe)
 The staff effort to simplify and reorganize the Environmental Protection Code is advancing. Completion of a reviewable draft of a reorganized version of Chapter 24 has been achieved, and review is in process. The final draft should be available for BCC action in the third quarter of the 2003-04 fiscal year. The Department's Website has been re-designed to be consistent with the County portal design and to include updated information that will make it substantially more useful to departmental customers and the general public. 	Strategic Plan Business Plan Budgeted Priorities ✓ Customer Service Workforce Dev ECC Project Audit Response Other (Describe)

3/30/2004 Page 7 of 12

1. Strategic Planning Activities

- Departmental Strategic Planning Retreat occurred in Dec. 2003.
- Business Plan drafted for 2004-05.

2. Employee Participation Program

- Employees were directly involved with the annual strategic planning cycle, identifying issues to be considered for future action.
- The Director continued to meet with small groups of employees to solicit feedback on departmental operations
- At least two new-employee departmental orientation sessions were held to familiarize new employees with departmental procedures, customer service training, the history of the department, and the strategic plan

3. Training

	# of Employees	# of Hours
Name of Class	ec. 31, 2003	
Customer Service	10	40
Ethics	0	0
Harassment Prevention	0	0
Regulatory Requirements	16	208

Comments: Includes hazardous waste operations & emergency response, hazard communication, asbestos refresher, and safety training.

Supervisor Cert. Enroll & Self Tutorial 26 75
Job Skills for Staff 222 1127

Comments: Includes government interactions, code enforcement training, air management, storage tank detection, secretary certification, time management, computer training, administrative policies, etc.

	_Strategic Plan
	Business Plan
	Budgeted Priorities
	Customer Service
/	Workforce Dev.
	ECC Project
	Audit Response
	Other
	(Describe)

3/30/2004 Page 8 of 12

Efficiencies	Strategic Plan
	Business Plan
	Budgeted Priorities
1. Implementation of the Electronic Data Management System continues at	Customer Service
The state of the desired beautiful and the state of the s	Workforce Dev

✓ ECC Project

__ Other

__ Audit Response

(Describe)

a rate consistent with the limited resources available. Day-forward scanning is now occurring within 5 divisions of the Department, and some backfile conversion has occurred, although the resources required to achieve full backfile conversion are not available. Eventually this project has the potential to save significant time by making files simultaneously available to multiple staff and electronically available to the public. Destruction of scanned files is not yet possible due to lack of Countywide procedure to certify scanning process.

ECC Project: # 361

2. Improved sustainability of Departmental and county operations are being achieved by continued use of digital cameras, a systematic effort to monitor the use of re-cycled paper, the acquisition of hybrid vehicles, and reviewing the feasibility of creating an internal carpool to maximize the use of departmental vehicles. The BCC authorized purchase of 100 hybrid vehicles which will decrease fuel usage and pollutant emissions.

ECC Project: #871

3. An inspector deployment project is being implemented to increase the efficiency of the field inspection staff by 10% by reducing the number of trips made to the office. Inspections per day should increase and miles per inspection should decrease, making this approach more cost effective and more fuel efficient. Vehicles are being assigned on a 24 hour basis and data systems will be accessed from remote sites. Space requirements can be reduced accordingly. During this qtr 12 inspectors in 2 divisions worked from remote locations. An additional 6 inspectors from a 3rd division will deploy in the 2nd qtr of 2003-04. Some additional time was required to procure and train on computer tablets being used by inspectors, so performance data will be gathered in the new fiscal year. Delays were also experienced in completing 24 hour car assignments. We have seen to date more rapid complaint response and a larger share of complaints being handled by remotely-based inspectors.

ECC Project: # 722 and 869

3/30/2004 Page 9 of 12

	Strategic Plan
The acquisition of a new Environmental Enterprise Operating System	Business Plan
(EEOS) to replace the existing outdated software is continuing on schedule,	Budgeted Priorities
with the selected vendor having development staff on site in August. The	Customer Service
final design and installation of this system will be a key to realizing the	— Workforce Dev.
efficiencies made possible by field staff gaining remote access to the	ECC Project
Department data bases. It will be a much more powerful operational and	Audit Response
management tool than the old system. The system should be operational in	$\overline{\checkmark}$ Other
approximately 18 months, with the first module being deployed in the 3 rd qtr	
of this fiscal year.	Department Initiative
•	

PERSONNEL SUMMARY

A. Filled/Vacancy Report

	Filled as of	Current								
	September 30	Year	Qua	rter 1	Quar	ter 2	Quai	ter 3	Quar	ter 4
NUMBER OF	of Prior Year	Budget	Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
FULL-TIME POSITIONS	543	543	503	40						
PART-TIME POSITIONS	26	28	20	15						

^{*} Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant parttime, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies:

Currently filling several key vacancies.

C. Turnover Issues:

Being able to attract and retain qualified technical staff including engineer, professional engineer, biologist and chemist

D. Skill/Hiring Issues:

Market demand for our technical field makes it difficult to remain competitive. Employee Relations Department is working with our department to address this issue.

E. Part-time, Temporary and Seasonal Personnel:

We have on hand 3 temporary positions (2 long-term), which are under review by management.

F. Other Issues:

None at this time

3/30/2004 Page 10 of 12

FINANCIAL SUMMARY

Operating Budget:	CURRENT FY 2002-03								
	PRIOR		Qua	rter	Year - to Date				
Revenue and	YEAR	Total						% of	
Expenditure Activity		Annual						Annual	
	A atual	Dudget	Dudget	A atual	Budget -	Actual -	\$ Variance	Dudast	Nataa
	Actual	Budget	Budget	Actual	YTD	YTD	Variance	Budget	Notes
Revenues:									
Utility Service Fee	16,887,991	17,460,000	4,365,000	13,889,402	4,365,000	13,889,402	9,524,402	80%	#1
Oper Permit / Plan Review	11,734,271	11,900,000	2,975,000	2,798,276	2,975,000	2,798,276	-176,724	24%	
St Tag Fees for Air Quality	1,605,799	1,550,000	387,500	566,927	387,500	566,927	179,427	37%	#2
Transfer from Aviation	743,666	1,016,000	254,000	0	254,000	0	-254,000	0%	#3
Other Fund 03 Revenues	1,120,837	1,593,000	398,250	201,306	398,250	201,306	-196,944	13%	#3
Transfer from Stormwater	9,704,220	11,827,000	2,956,750	2,350,282	2,956,750	2,350,282	-606,468	20%	
Grant Funding	7,882,966	7,100,000	1,775,000	789,620	1,775,000	789,620	-985,380	11%	# 4
Carryover	3,554,280	2,813,000	2,813,000	2,813,000	2,813,000	2,813,000	0	100%	
Total	53,234,030	55,259,000	15,924,500	23,408,813	15,924,500	23,408,813	7,484,313	42%	
Expenditures:									
Personnel	31,364,549	34,899,900	8,724,975	8,812,991	8,724,975	8,812,991	-88,016	25%	
Operating	15,378,794	17,947,900	4,486,975	3,201,062	4,486,975	3,201,062	1,285,913	18%	# 5
Capital	1,754,298	2,411,200	602,800	542,421	602,800	542,421	60,379	22%	
Total	48,497,641	55,259,000	13,814,750	12,556,474	13,814,750	12,556,474	1,258,276	23%	

Equity in pooled cash (for proprietary funds only)

Funds		Projected at Year-end as of				
	Prior Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
General Fund Operating:						
General Operating Project	4,053,443	3,204,993				
Litigation Trust Fund	21,571	25,000				
Other Fund 030 Projects	661,375	580,195				
Total	4,736,389	3,810,188				
Capital Projects:						
Endangered Lands	68,346,000	64,474,000				
Stormwater Utility	22,691,000	41,087,000				
Total	91,037,000	105,561,000				

3/30/2004 Page 11 of 12

<u>Financial Comments:</u> (Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)
1 - The 1st qtr variance relates to the collection from the Utility Service Fee (Municipalities) received during December.
2 - These revenues are not received evenly throughout the year.
3 - The journal entry transferring the revenue is done at the end of the year.
4 - The 1st qtr variance relates to grant revenues that are received the month following each quarter.
#5 - The 1st qtr variance relates to expenditures expected to occur later in the year, i.e. transfers for County Admin. Reimb.
and transfers to other departments.
STATEMENT OF PROJECTION AND OUTLOOK
The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:
Notes and Issues: (Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)
None.
DEPARTMENT DIRECTOR REVIEW
The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.
Date

3/30/2004 Page 12 of 12

Signature

John W. Renfrow, P.E., DERM Director